Iowa DOT – Motor Vehicle Division
Value Stream Mapping Event
Report Out

MVD – Motiv8d 2B Value Driven

December 12-16, 2011

The Opportunity

Mark Lowe, Division Director
Iowa Department of Transportation
Motor Vehicle Division

MVD – Motiv8d 2B Value Driven

Brandie

- **Facilitator**   Mike Rohlf – IEDA   **Team Leader**   Ann Hogle - DHS

Members from DOT

- David Lorenzen
- Lance Evans
- Ned Lewis
- Paul Steier
- Tina Hargis
- Andrew Lewis
- Kim Snook
- Mary Ford
- Kathy McLear
- Karen Ballard
- Phoumine Baccam
- Hale Strasser
- Mark Lowe
- Brandie McCuen-Burgos
- Karen Smith

Scope

Phou

This Value Stream Mapping Event will raise awareness and knowledge of the who, when, where, why and what the Motor Vehicle Division does in terms of its operations, processes, customers, products, and services.

Objectives
Karen

- Develop groundwork for a strategic plan that helps us best align and accomplish our missions and is transparent to the agency, public, staff, partners and stakeholders.

- Identify waste, redundancies and inefficiencies in order to become more efficient

- Raise awareness and knowledge of Division operations and processes

- To be better equipped to finalize a Division strategic plan

- Identify why the Division does what it does

LEAN

State of Iowa
Continuous Improvement

Objectives

Mary

- Identification of roles for individuals within the Division
- Define the continuing role of Motor Vehicle Enforcement within the Motor Vehicle Division (enforcement & investigation)
- Highway safety – Identify MVD's role in promoting/recapturing safety as a focus
- Condition of workforce – years to retirement, transfer of knowledge
- Identification of direction and scope of work in support of DOT's asset management initiative
- Identify ways to improve public image (perception vs reality)

LEAN
State of Iowa
Continuous Improvement

Why Map the Value Stream?

Kathy

- Value Stream Mapping is a method that assists a team in seeing and understanding the flow of both documents and information

- It delivers breakthrough opportunities across system processes that otherwise are difficult to see

- It helps you not only see waste and gaps, but more importantly the source of the waste

Value Streams
Hale

What did we see?

Kim

- We do a lot
- There is a lot of hard work
- There is a lot of steps
- We are all-over-the-board regarding technology
- Inconsistent support
- We need to share as a division
- We need to talk to several divisions/offices to do anything
- People want more from our records
- There are a lot of processes - what can we get rid of?
- One process effects a lot of people
- Didn't know all of our services
- Information Technology is a great tool but it is not the solution
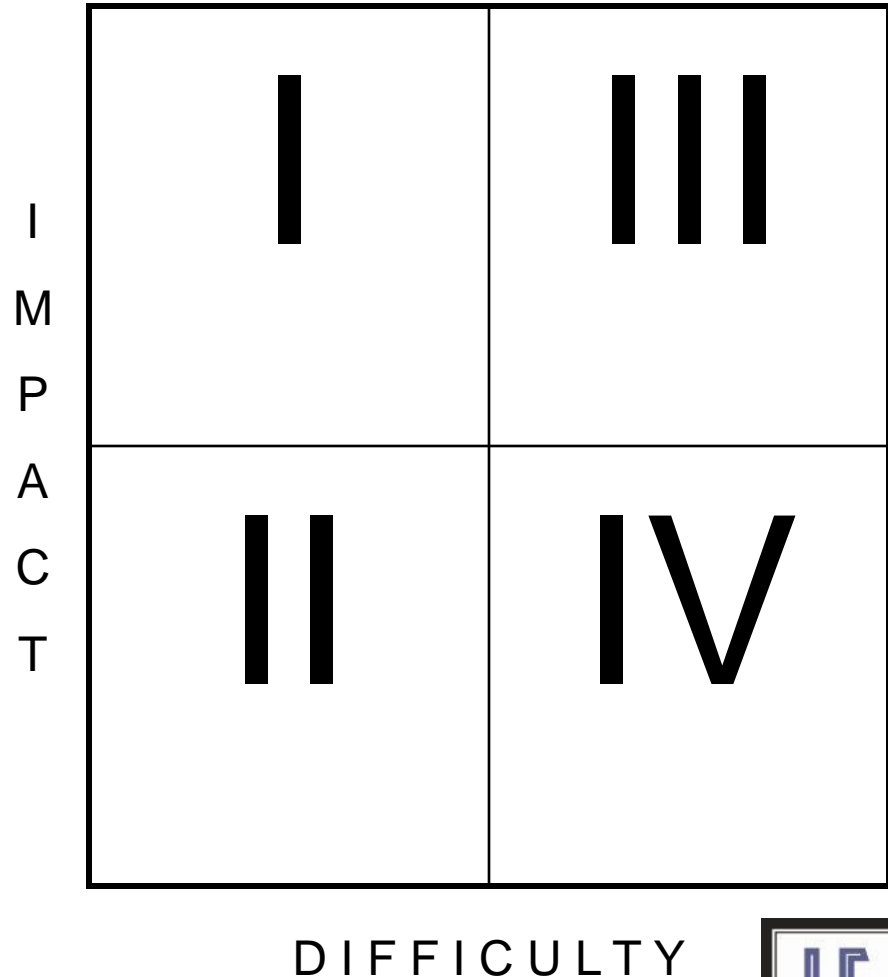
Brainstorming

Andy

- Eliminate duplication of processes that more than one office is doing

- Automate by web-based programs wherever possible for greater public access

- Provide additional face-to-face customer service to customers "at risk" (for example, seniors, PWD, and young drivers)

- Consolidation of external training and presentations to the public

- Cross-training in multiple areas to increase resources

- Unification of records and hearings

LEAN
State of Iowa
Continuous Improvement

De-selection Process

Ned

- Identifies
  - Impact to customer
  - Difficulty implementing

- Helps to rate/ rank solutions to resolve issues while identifying ease of implementation

I M P A C T

I   III

II   IV

D I F F I C U L T Y

LEAN
State of Iowa
Continuous Improvement

Action Plan
Paul

Automation	C1. Create DSR issue tracker	Brandie	2/3/2012
	C3. Identify business procedures and legislation	Brandie	2/3/2012
	C4. Market initiatives better to legislator and stakeholders to get support	Mark	Ongoing
	C5. Define business contact person to relay IT upcoming and new ideas and schedule regular meetings for division	Kathy	2/3/2012
	C7. Identify funding sources, i.e. grants	Kim/Dave/ Tina	10/1/2012
Business Integration	D1. Select team to handle all DPPA requests data and recalls and train	Mark, Kathy	2/3/2012
	D2. Select person to handle grants (professional)	Kim	7/13/2012
	D5. All hearings to be processed in one area	Karen B.	7/13/2012
	D6. Eliminate informal hearing process	Kathy	7/13/2012
	D7. MVST to take over - hearing schedule to benefit all offices	Karen/Kathy	7/13/2012
	D8. All sanctioning to be done in one area (all record functions to be done in one area)	Karen/Kathy	7/13/2012
	Enforce and educate one County Liaison contact for vehicle and investigators	Paul	7/13/2012
	D10. Learn to say no or better discretion on which presentations to be given	Kim, Tina, Dave	4/6/2012

LEAN
State of Iowa
Continuous Improvement

Action Plan
Paul

Legislative/Code			
Legislative/Code	F1. Increase Permit Fees	Phou	2/3/2012
	F2. Permit/Escort raise fees - impact of road damage for additional oversize/overweight loads	Phou	2/3/2012
	F4. Charge WAY MORE for bulk records	Tina, Kathy, Karen B.	7/13/2012
	F5. Increase fees, licenses and other fees (look at national average)	Mary, Kim	7/13/2012
	F6. Remove county name on plate	Tina	7/13/2012
	F7. Develop escort certification program MC	Ned, Phou	12/14/2012
	F11. Do away with multiple type D license	Mary	12/13/2012
	F12 Extend length of license	Mary	12/13/2012
	F14. Allow MVE to complete the certificate of authority 321.89	Paul	2/3/2012
	F15. Allow public to obtain title/junk cert at any county treasurer office	Andy/Paul	12/14/2012
	F16. Change code to require Fair Market Value for basis of new registration	Andy/Paul	2/3/2012
	F17. Pay up front for IRP/IFTA	Karen S.	12/14/2012
	F19. Staggered renewals for IRP	Karen S.	7/13/2012
	F20. Oversize/Overweight 321E rewrite	Phou	7/13/2012
	F21. 327.B1 UCR Revenue Penalty	Tina	7/13/2012
2. Stop Doing - Sending Disc DL Susp	2.1 Review Disc susp that are imposed	Karen B.	7/13/2012
	2.2 Possible Admin Rule Change	Karen B.	7/13/2012
	2.3 Eliminate those that don't make sense	Karen B.	7/13/2012
3. Stop Doing - Mailing Notices	3.1 Review current rules and code	Karen S.	7/13/2012

LEAN
State of Iowa
Continuous Improvement

Team Member Experience

Paul, Tina, Lance, Hale

Comments

Ann Hogle, Team Leader

Department of Human Services

Mike Rohlf

Lean Facilitator,
Iowa Economic Development Authority

We welcome your questions and comments!